



Maharashtra Real Estate Regulatory Authority

Annual Report 2020





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From MahaRERA's Desk

This year marked the outbreak of novel Coronavirus (Covid-19), the largest public health crisis the world has ever faced. Corona pandemic has caused devastation globally across all countries affecting physical, emotional and financial health of humanity. The real estate sector was also not spared. Due to lockdowns, needed to curtail the spread of Corona virus, the construction work across all real estate projects came to a standstill affecting all stakeholders from promoters, real estate agents, allottees, financial institutions and governments adversely.

However, if history has taught us anything, it is that this too shall pass. India has faced much greater challenges and come out stronger. MahaRERA is committed to working with all stakeholders in the real estate sector, in the coming year, to overcome the losses caused by Covid-19 crisis. MahaRERA shall collectively work with industry to develop a stronger and flourishing real estate sector in the state.

MahaRERA has already undertaken initial steps to control the damage of COVID-19. It has revised the project validity of all projects expiring on 15th March or later by 6 months. It has also extended the deadlines for statutory compliances. And in the coming year, its focus shall be towards revival of real estate sector.

As on 30th April 2020, MahaRERA has registered 25347 Real Estate Projects of which 5391 projects were completed as per Form 4. About 23755 Real Estate Agents have been registered. MahaRERA has received 11,026 Complaints of which 10308 were against registered projects and 718 were complaints against unregistered projects. Of these complaints, 8162 have been disposed.

MahaRERA strongly believes in continuous innovation and improvement. This year was no different. MahaRERA introduced Self Regulatory Organisations (SROs) in order to bring greater professionalism in the sector and bring a certain level of consistency in the practices of promoters.

This year also marked an important milestone in history of MahaRERA as it moved to new premises.



MahaRERA Team

MahaRERA's also became the first Real Estate Regulatory Authority to get ISO 9001:2015 certification for quality and consistent service delivery.

This Annual Report provides summary of all key initiatives undertaken by Maharashtra Real Estate Regulatory Authority (MahaRERA) in the past year.

MahaRERA Team

1. Vision & Objectives of MahaRERA

Real Estate Sector in India is one of the most important sectors of Indian Economy. It contributes to about 5-6% of GDP and is the second largest employment generator (after Agriculture). The sector employs large number of unskilled, semi-skilled and skilled workforce.

Traditionally, In India Real Estate Sector was largely unregulated. In 2016, Government introduced Real Estate (Regulation and Development) Act 2016 to bring regulatory oversight and professionalism in the sector. Thus, Maharashtra Real Estate Regulatory Authority (MahaRERA) was established for regulation and promotion of real estate sector in the State.

Vision: To facilitate and promote a healthy, efficient and planned growth of real estate sector in Maharashtra by building trust among all stakeholders, raising professionalism and safeguarding consumer interest



Mission: MahaRERA seeks to establish symmetry of information among stakeholders through transparency in real estate transactions and their disclosures, fiscal discipline, accountability and a fast track dispute resolution through conciliation and quasi-judicial mechanism.



The key building blocks of MahaRERA are:

Digital Governance: Zero Paper Zero Footfalls	Technology is the foundation of working at MahaRERA. . From day 1, all services of MahaRERA were completely online ensuring zero footfalls.
Participative Governance	All stakeholders including promoters, Agents and Consumers led the implementation of RERA in the state
Minimum Government	Lean Organization starting with 3 people to 30 people. Young and agile team : Private & Contractual Resources
Accountability and Transparency in working	Transparency across Organization on pendency at each employee level. Further, all info published for public view.

Continuous
Innovation and
Improvement

Continuous Innovation: Conciliation, SRO, Quality Certification, Skilling and so on

The key objective of MahaRERA is to usher in an era of **3 Ts: Transparency, Trust and Timely project completion** in the real estate sector in Maharashtra.

Transparency: MahaRERA is encouraging greater transparency in information and transactions in Real Estate Sector in Maharashtra. MahaRERA ensures that maximum information is available for public view at its website including Information on Registered Projects, Registered Agents, Judgements, Orders etc. and that this information is updated on Regular basis.

Transparency

Trust: One of the key issues in Real Estate Sector was lack of trust between the Promoters and Consumers. MahaRERA is working towards bridging this trust through various initiatives including Self Regulatory Organisations (SROs), MahaRERA conciliation Forum, greater professionalism, accountability and commitment in the sector. Bridging this trust shall go a long way towards transformation of this sector

Trust

Timely Project Completion: MahaRERA is also working towards ensuring that projects which are registered are completed and delivered to allottees on time.

Timely Project
Completion

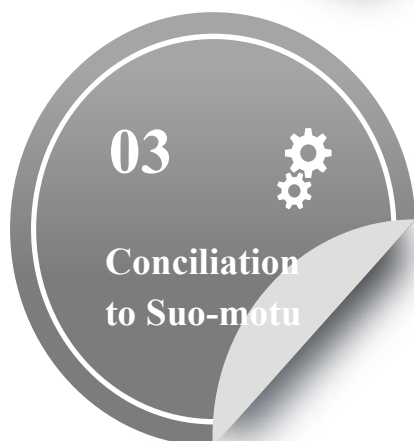
2. Important Achievements



Self-Regulatory Organisations (SRO) : In order to ensure greater professionalism among promoters, bring a certain level of consistency in the practices of promoters, enforcement of code of conduct and to discourage fraudulent promoters, MahaRERA introduced Self-Regulatory Organization (SROs) Concept in the real estate sector in Maharashtra. (MahaRERA Order No. 10 can be accessed at <https://maharera.mahaonline.gov.in/Upload/PDF/order%2010-1110219.pdf>)



ISO Certification : MahaRERA became the first RERA Authority to get ISO 9001:2015 quality certification. MahaRERA is committed to maintaining a high-level of quality and strong citizen service delivery within an environment that fosters continual improvement.

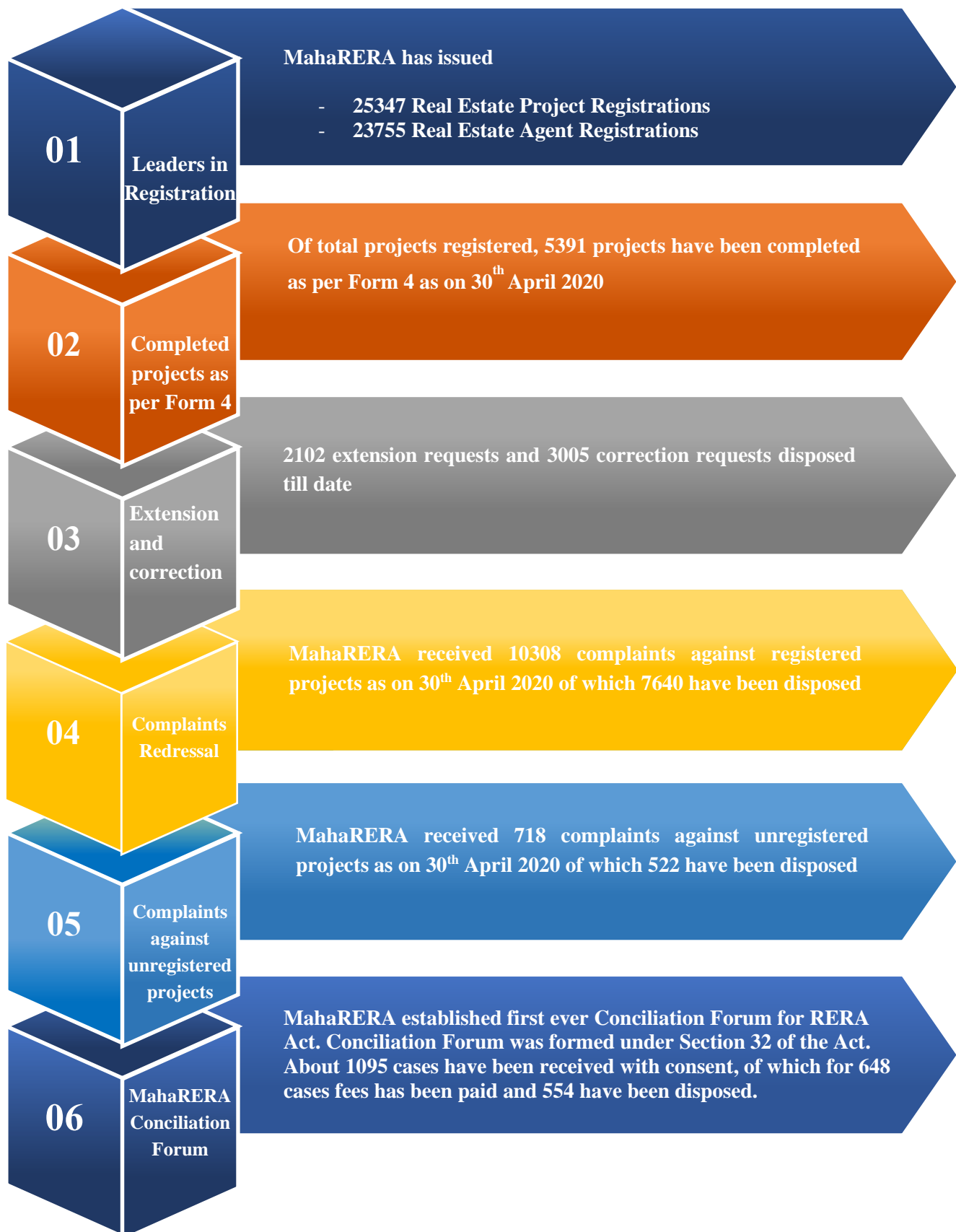


Conciliation to Suo-Motu : In MahaRERA's continuous endeavour to rebuild trust between promoters and allottees, MahaRERA has allowed conciliation forums to forward failed conciliations to Authority for suo-motu action by MahaRERA. (MahaRERA order No. 12 can be accessed at <https://maharera.mahaonline.gov.in/Upload/PDF/Conversion%20of%20Application%20filed%20before%20MahaRERA%20Conciliation%20and%20Dispute%20Resolution%20forum%20to%20Suo-Motu%20Complaints%20by%20MahaRERA.pdf>)



Addition of Two New Offices : In this year, MahaRERA has expanded its footprint and moved into new and larger premises at two different locations in Mumbai and Mumbai Suburban to better accommodate lawyers, complainants, respondents and allottees.

Some other achievements of MahaRERA include:





2.1. Ensuring continuous & non-disruption of service delivery leveraging technology during COVID crisis

COVID – 19 which started as a public health crisis, soon became economic crisis and is not on verge of becoming survival crisis for several industries. During this crisis, MahaRERA has been proactive in taking measures to provide relief to real estate sector and to various stakeholders including Homebuyers, promoters, agents etc. Some of the measures undertaken by MahaRERA include:

- **Non Disruption of Service delivery throughout COVID lockdowns:** MahaRERA ensured non-stop delivery of services including project registration, agent registration, project extension, project correction, project updates, complaint filing etc. throughout COVID lockdowns. All employees of MahaRERA undertook WFH (Work from Home) to ensure continuous service delivery.
- **In order to provide relief to Promoters, MahaRERA was the first start to extend the validity of registration of projects by 6 months.**
- MahaRERA also extended the time limits for all statutory compliances
- This Force Majeure period was also treated as maratorium period” for the purpose of interest under section 12, 18 19(4) and 19(7) of the Act
- Registration of agreement for sale, which becomes due during the force majeure period under Section 13 of the Act, were allowed to be registered in a period extending till the expiry of force majeure period.
- Virtual Hearings: MahaRERA used online mode to re-start regular hearing of cases through video conferencing. With this initiative, all MahaRERA Services and Operations are delivered digitally, without any need for physical visit by allottees / promoters / agents / Advocates etc. to MahaRERA offices. MahaRERA thus became 100% digital with zero paper & zero footfalls.

3. The year in review

3.1. Landmark Decisions



Self-Regulatory Organisation (SRO) for Promoters: In order to ensure greater professionalism among promoters, bring a certain level of consistency in the practices of promoters, enforcement of code of conduct and to discourage fraudulent promoters, MahaRERA introduced Self-Regulatory Organization (SROs) Concept in the real estate sector in Maharashtra. (MahaRERA Order No. 10 can be accessed at <https://maharera.mahaonline.gov.in/Upload/PDF/order%2010-1110219.pdf>)



Group complaints shall be entertained only in respect of common relief claimed under Section 7 & 8 of RERA or for common amenities. Individual complaint need to be filed separately for individual reliefs. Otherwise they will be held not maintainable for misjoinder for cause of action and parties. . (MahaRERA Order No. 11 can be accessed at <https://maharera.mahaonline.gov.in/Upload/PDF/Further%20directions%20with%20regards%20to%20filing%20of%20complaints%20with%20MahaRERA.pdf>)



Conversion of following conciliation application filed before MahaRERA Conciliation and Dispute Resolution forum **to Suo-Motu Complaints** by MahaRERA:

- Non-attendance of parties for conciliation proceedings even after providing consent
- Unsuccessful Conciliation
- Successful conciliation but not executed or not complied

(MahaRERA Order No. 12 can be accessed at <https://maharera.mahaonline.gov.in/Upload/PDF/Conversion%20of%20Applications%20filed%20before%20MahaRERA%20Conciliation%20and%20Dispute%20Resolution%20forum%20to%20Suo-Motu%20Complaints%20by%20MahaRERA.pdf>)



Mandatory Registration with SRO: With effect from December 1, 2019 every promoter applying to MahaRERA for registration of their real estate project. shall have to mandatorily disclose their membership details with a MahaRERA registered SRO. (MahaRERA Circular no. 26 can be accessed at <https://maharera.mahaonline.gov.in/Upload/PDF/Additional%20mandatory%20document%20along%20with%20application%20for%20registration%20of%20projects.pdf>)



Revision of Project Validity in view of Corona Crisis: For all MahaRERA Registered projects where completion date, revised completion date or extended completion date expires on or after 15th March 2020, the period of validity for registration of such projects shall be extended by three months. Further, the time limits of all statutory compliances in accordance with the Real Estate (Regulation and Development) Act, 2016 and the rules and regulations made thereunder, which were due in March / April / May are extended to 30th June 2020. (MahaRERA Order no. 13 can be accessed at <https://maharera.mahaonline.gov.in/Upload/PDF/Final%20Order%20for%20Revision%20of%20Duration%20v4.pdf>)

3.2. Legislative Work

MahaRERA implements following forums for dispute resolution

1) MahaRERA (Maharashtra Real Estate Regulatory Authority)

Till third year, The Authority received 10308 complaints of which it disposed 7640 complaints. The main aim of the authority was speedy dispute resolution.

Till this year, the authority also received 718 complaints against unregistered projects of which 522 orders were passed.

2) Adjudication

MahaRERA has three Adjudication officers namely Shri S.B. Bhale, Shri M.V Kulkarni and Shri. W. K. Kanbarkar for hearing cases in Mumbai and Pune. Till this year, total 361 adjudicating cases were received and 456 were disposed.

3) Appellate Tribunal

State government appointed permanent Maharashtra Real Estate Appellate Tribunal (MahaREAT) vide notification dated 8th May 2018. Oath Ceremony of the Appellate Tribunal was undertaken on 24th December 2018. In this year, total 825 appeals were received and 465 were disposed.

4) Conciliation Forum

In one of its kind initiative, Maharashtra became the first state to establish MahaRERA Conciliation Forum. The Forum is formed under section 32(g) with collaboration from CREDAI-MCHI, CREDAI Maharashtra, NAREDCO and MGP. The objective of the Forum is amicable dispute resolution wherein neutral

conciliators from promoter and consumers side guide the parties towards settlement. Till this year, 1095 conciliation requests were received with consent, of which in 648 cases fees was paid and 554 were disposed.



3.3. Outreach Programme

MahaRERA participated in & conducted various Workshops / Events for numerous stakeholders including Promoters, real estate agents, Consumers, Lawyers, Chartered Accountants, Architects, Engineers and so on. The objective of all these programmes was to enhance awareness of key provisions of RERA and encourage stakeholder inputs and participation. Few snapshots include:



4. Capacity Building

Key initiatives undertaken by Maharashtra Real Estate Regulatory Authority (MahaRERA) in Capacity Building was introduction of Self-Regulatory Authorities (SRO) and skilling of Labour Workforce.. This section describes the initiative in detail.

4.1. Self Regulatory Organisations (SRO)

One of the key challenges faced by MahaRERA, during the past three years, was lack of regular updates of project information by promoters. Though, 25347 projects were registered with MahaRERA, not all of them regularly updated the status of their projects. The key reasons for the same were:

a) Lack of Awareness

One of the Major Reasons for non-updating of information is lack of awareness among the promoter community about the provisions of the Act. Many promoters are not aware of their responsibilities under RERA. They believe that RERA registration is like one time license valid till end of project.

Some of them had also outsourced their RERA registration to Consultants / CA / Architects as one-time activity, who after registration ignored the project.

b) Completely digital solution

MahaRERA is a complete digital solution. Many promoters are not comfortable with digital platform and need continuous handholding to undertake digital updates/ transactions.

c) Need for Continuous handholding and training

Promoters need continuous training on various initiatives undertaken by MahaRERA including Online modules, Conciliation, Quality Assurance Form (2A), skill development and so on.

While, MahaRERA undertakes awareness sessions and initiatives to ensure promoters do not default on their roles and responsibilities including trainings, online & on-call helpdesks, Radio, Training Manuals/ FAQs, Workshops / Seminars, Booths at Real Estate Events in Maharashtra etc. MahaRERA has also involved Consumer Associations and Promoter Associations to also spread awareness about RERA from the start.

As one of these initiative towards educating the promoters, MahaRERA introduced the concept of SRO. It was believed that promoter is more open to adopting good practices, when it observes its fellow promoters doing the same. The main objective of SRO was capacity building of promoters. It was also meant to ensure greater professionalism among promoters, bring a certain level of consistency in the practices of promoters, enforcement of code of conduct and to discourage fraudulent promoters.

SROs in Real Estate Sector in Maharashtra

With this background, In order to ensure greater professionalism among promoters, bring a certain level of consistency in the practices of promoters, enforcement of code of conduct and to discourage fraudulent promoters, MahaRERA introduced Self-Regulatory Organization (SROs) Concept in the real

estate sector in Maharashtra. (MahaRERA Order No. 10 can be accessed at <https://maharera.mahaonline.gov.in/Upload/PDF/order%2010-1110219.pdf>)

Before introducing the same, MahaRERA held numerous consultations with promoter associations to incorporate their suggestions.

The details of SRO system is as follows:

Eligibility Criteria

1) The basic eligibility criteria for Self-Regulatory Organizations (SRO) is as follows:

- a. The proposed SRO has to be a group / association / federation of promoters, which is a legal entity.
- b. The Proposed SRO should have atleast 500 MahaRERA registered projects of their members.
- c. Details of Membership fees, Duration of Membership, qualification of membership and code of conduct to be followed by the members may be decided by the respective SRO and shall be made available to their members.

Functions and Obligations of SRO

The Functions and obligations of the SRO are as follows:

- a. The SRO shall encourage its members to comply with the provisions of the Act, applicable rules, regulations, orders or circulars issued by the MahaRERA from time to time;
- b. The SRO shall be responsible for carrying out awareness and education activities among its members
- c. The SRO shall specify standard of conduct for its members and also shall be responsible for the implementation of the same by its members.
- d. any information or particulars furnished to MahaRERA by the applicant shall not be false or misleading in any material respect;

Recognition of SRO

Any group or association or federation of promoters, which is desirous of being registered as a SRO with MahaRERA, may make an application to MahaRERA in Form A, accompanied by a fee of Rs.10000.

The certificate of recognition of SRO shall be valid for a period of five years. However, MahaRERA may de-recognise any SRO if found to be in violation of the Real Estate (Regulation & Development) Act, 2016 or rules or regulations or orders made thereunder.

Participation in SRO

Going forward, each Promoter, applying for registration of his project in MahaRERA, have to be part of any one of the registered SROs.

Impact

In this year , Six SROs have been Registered with Maharashtra as follows:

1. NAREDCO WEST FOUNDATION (National Real Estate Development Council)
2. CREDAI-MCHI (Maharashtra Chamber of Housing Industry)
3. CREDAI-Maharashtra (Confederation of Real Estate Developers Associations of India)
4. BAI (Builders Association of India Maharashtra State)
5. MBVA (Marathi Bandhkam Vyavsayik Association)
6. BDA (Brihanmumbai Developers Association)

These SROs among themselves have 9603 MahaRERA Registered Real Estate Projects with them.

The following impact shall be achieved:

√ **Minimum Government, Maximum Governance**

SROs shall greatly increase the enforcement and compliance to RERA provisions by promoters through minimum intervention of Government. SROs, which is a body by the promoters, of the promoters and for the promoters shall carry the baton of governance and monitoring of promoter behaviour. This is true example of Minimum Government and Maximum Governance.

√ **Greater Acceptance**

SRO mechanism shall help promoters internalize RERA principles and ethical behaviour since adoption of rules shall be based on social norms and conduct of peers rather than top-down prescriptive rules. This shall instill deeper respect and acceptance of the rules and result in better promoter behaviour, and avoid adversarial situations in which promoters try to find exceptions to externally imposed rules.]

√ **Increased transparency and consumer confidence**

One of the key responsibilities of the SROs shall be to ensure that all promoters are regularly updating the MahaRERA web portal on the status of their projects. This shall greatly increase transparency and consumer confidence in the real estate sector in Maharashtra.

√ **Faster implementation and Reduced regulatory costs**

Through this initiative, we are leveraging the extended force of promoter associations across the state, to enhance compliance. This is speedy and cost effective method of increasing compliance in the sector. The cost of enforcement through SRO shall be less expensive than MahaRERA doing it entirely. Even from promoter's perspective, the cost shall be lesser as they would be able to adopt the best practices earlier, rather than paying penalties and lawyer fees for late adoption.

4.2. Skilling Initiative to ensure quality in Workmanship

One of the key objectives of Real Estate (Regulation and Development) Act 2016 is to ensure quality of construction.

Quality of construction depends upon factors like input materials and workmanship. As a step towards this objective MahaRERA has, with effect from 1.12.2018 introduced Quality Assurance Certification

(In Form 2A) from the Supervisor of the work, which would ensure that the basic input materials and workmanship conform to a prescribed standard.

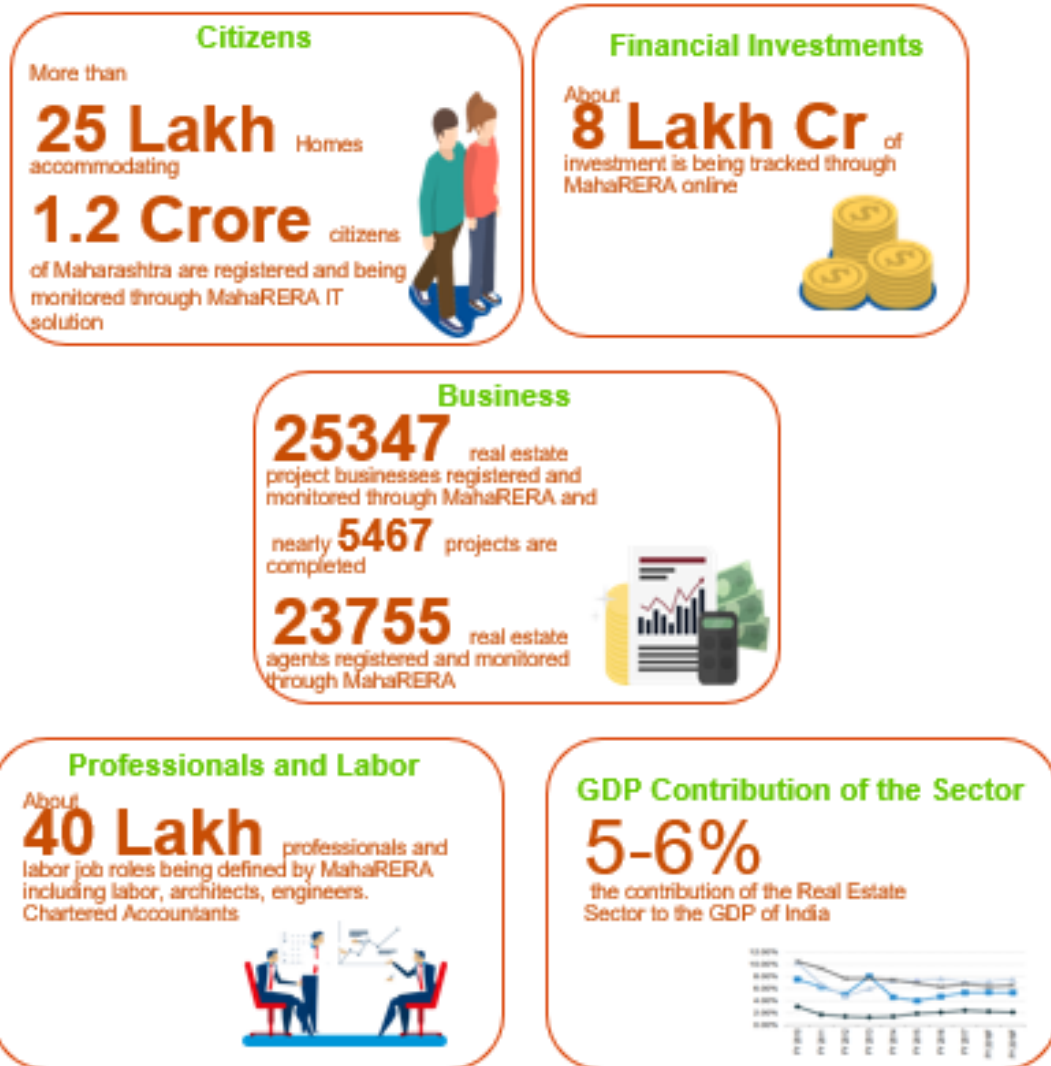
It is estimated that there are about 10 lakhs to 12 lakhs unskilled/semi-skilled workers in the MahaRERA registered projects and they would need training to upscale their skills. MahaRERA has embarked on a programme to develop pool of Expert Trainers in the fields of Masonry, Carpentry, Bar Bending, Electrical work, Painting and Plumbing. This programme of training of Expert Trainers is fully funded by MahaRERA. MahaRERA has engaged three Training partners, viz. Rustomjee Academy of Global Career (RAGC) in Thane, KUSHAL in Pune and SBSS in Nagpur.

The Expert Trainers are trained for a period of a month, both in theory and practical with a syllabus from Constructions Skill Development Council of India (CSDCI), which is an arm of National Skill Development Corporation (NSDC), New Delhi. During the training period, CSDCI also assesses the performance of trainers, conduct examination and awards a certificate after passing. The list of Expert trainers with their details, is uploaded on MahaRERA website. After training, the Expert Trainers are expected to train un-skilled/semi-skilled workers from the MahaRERA Registered Projects.

All the promoters may avail services of these Expert Trainers to train their workers at their respective Project construction sites. These Expert Trainers shall train the workers on the industry standards and upskill them in their respective trades. Trained and Skilled workforce shall result in better quality of construction and reduced defects in workmanship. This shall reduce costs of both promoter and citizens as quality is ensured at construction and no rework / repair is needed at later stages.

5. Impact of MahaRERA

MahaRERA impacts numerous stakeholders across the Industry. Few Statistics are as follows:



5.1. Bar Association

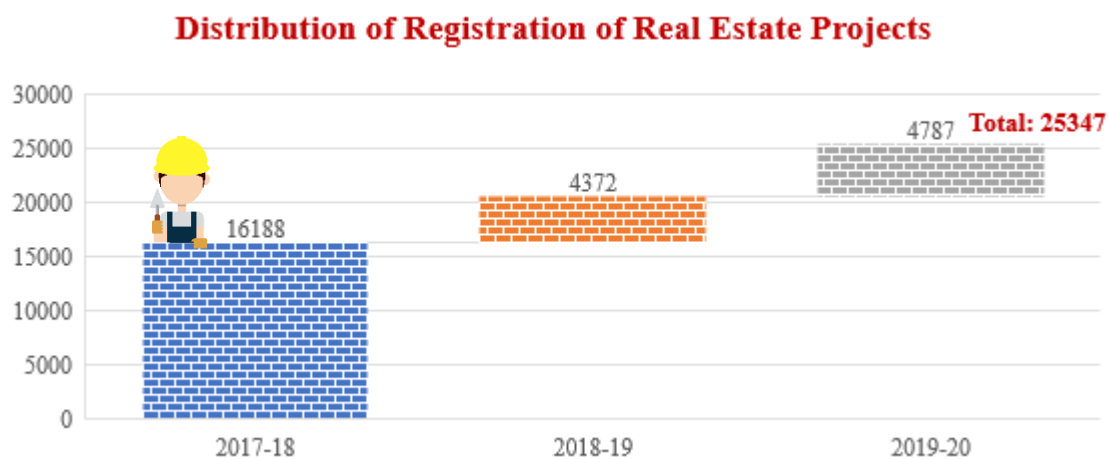
In this year, Advocates practicing at MahaRERA and MahaREAT came together to form the Bar Association of legal Practitioners at the MahaRERA and the MahaREAT. This Bar Association was envisaged as the crucial link between the Bar and the Bench, symbiotically linking the Complainant/ the Respondent and the Registry

The Bar Association of MahaRERA & MahaREAT was registered under the Bar Association (Constitution, Registration & Control) Rules 2005, framed by the Bar Council of Maharashtra & Goa, under The Advocates Act 1961 and Maharashtra Advocates Welfare Fund Act 1981

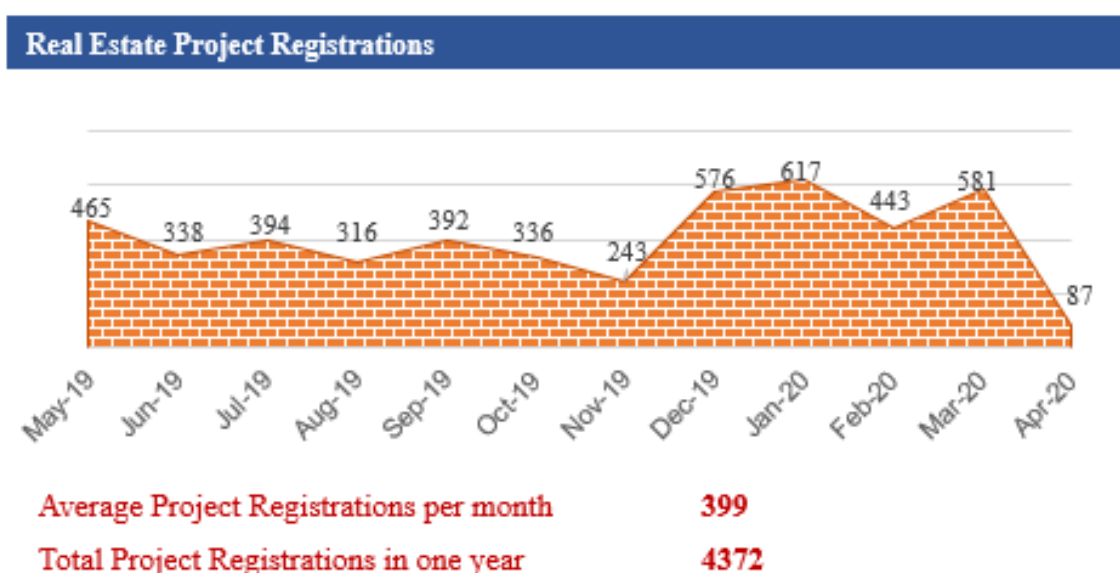
6. Registration of promoters and real estate agents under the Act

6.1. In Relation to Promoters

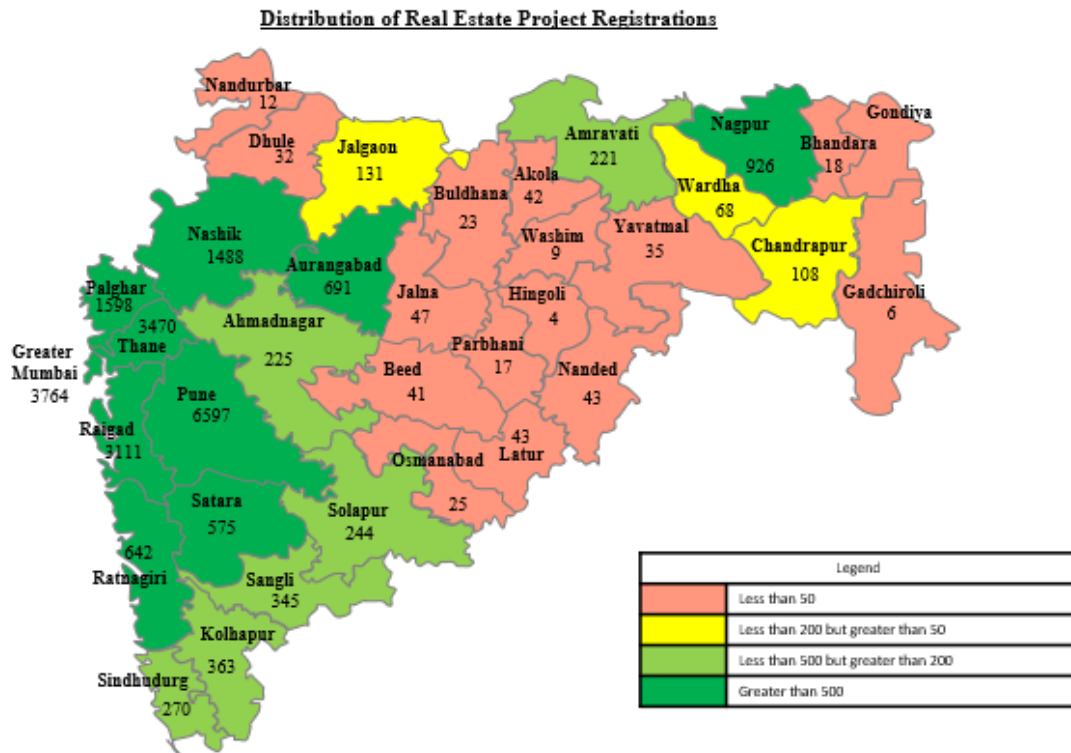
The Authority commenced online Real Estate Project registration process from 1st May 2017. In total 25347 project registrations have been granted as on 30th April 2020. The growth of MahaRERA Registered Projects over past three years is as follows:



In Year 2019-20, the distribution of Registration of Real Estate Projects month wise was as follows:



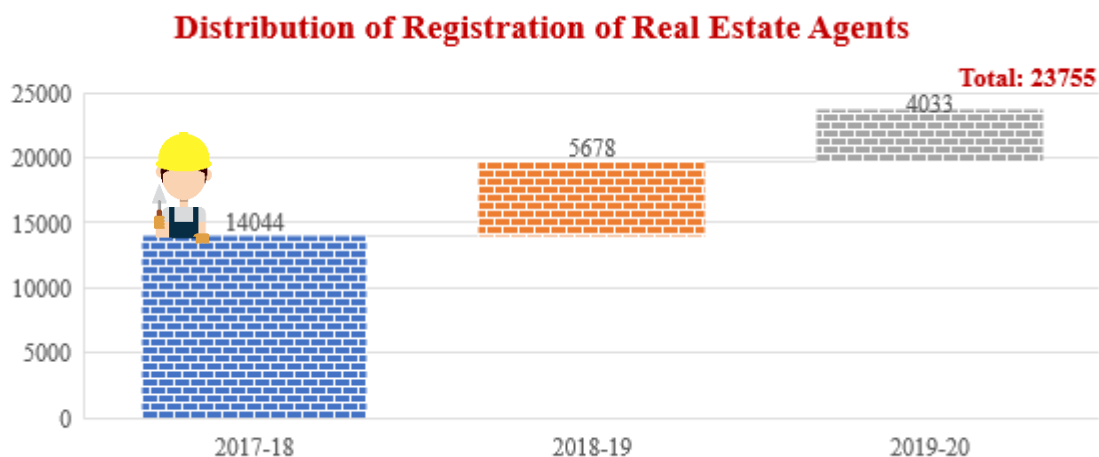
The Real Estate Projects are distributed as follows district wise:



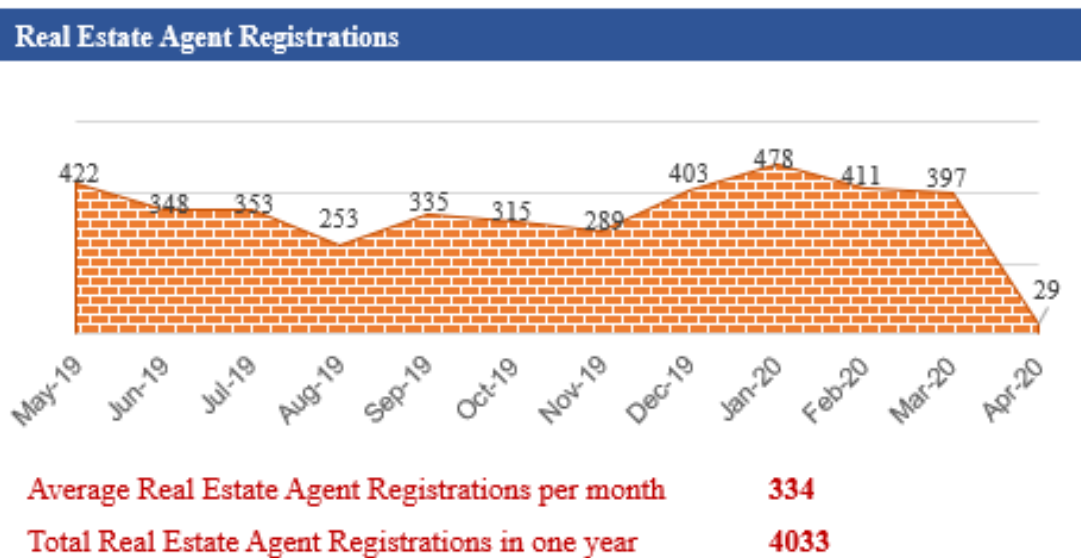
Detail of each of these projects are provided at the website at <https://maharera.mahaonline.gov.in>.

6.2. In Relation to Real Estate Agents

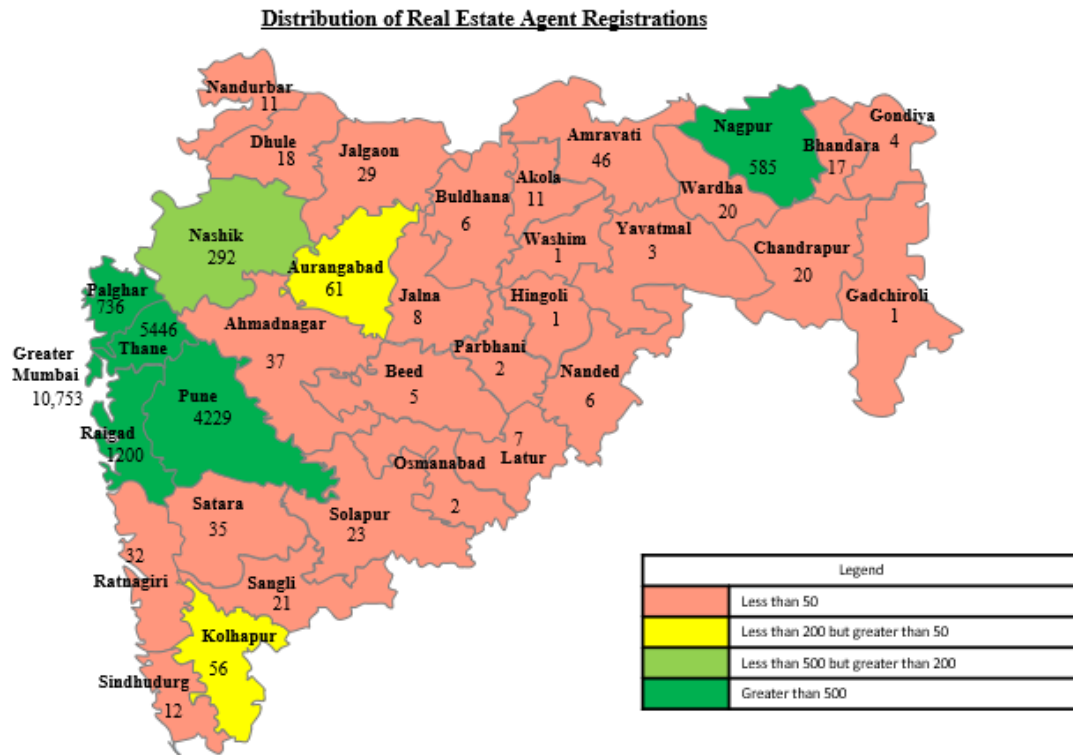
The Authority commenced online Real Estate Agent registration process from 1st May 2017. In total 23755 Real Estate Agent Registrations have been granted as on 30th April 2020. The growth of MahaRERA Registered Real Estate Agents over past three years is as follows:



In Year 2019-20, the distribution of Registration of Real Estate Agents month wise was as follows:



The Real Estate Agents are distributed as follows district wise:

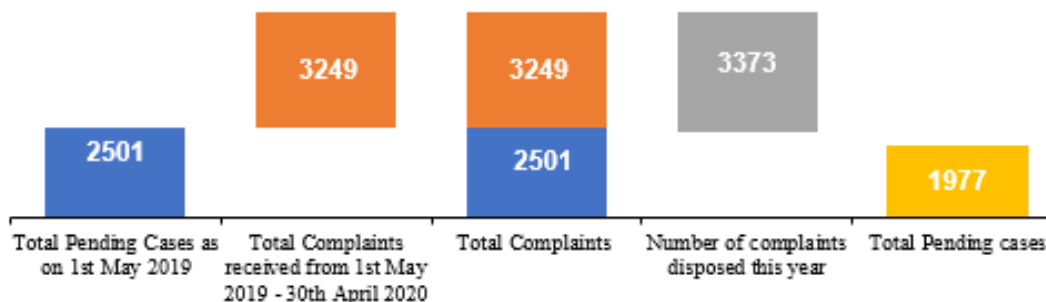


Detail of each of these projects are provided at the website at <https://maharera.mahaonline.gov.in>.

7. Cases filed before the Authority and Adjudicating Officers

The Tables below provide details on complaints received by the Authority

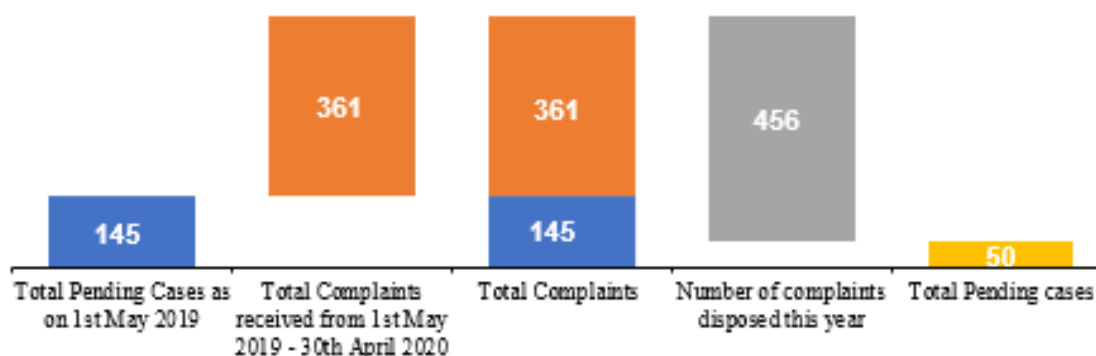
Distribution of Complaints Redressal by Authority



S.No	Number of Cases pending with the authority at the start of the year	Number .of cases received during the year by the Authority	Number of Cases disposed of by the Authority
1.	2501	3249	3373

The Tables below provide details on complaints received by the Adjudicating Officers:

Distribution of Complaints Redressal by Adjudicating Officers



S.No	Number of Cases pending with adjudicating officers at the start of the year	Number .of cases received during the year by the Adjudicating Officers	Number of Cases disposed of by the Adjudicating Officers
1.	145	361	456

Details of all orders is available at the website at <https://maharera.mahaonline.gov.in>

8. Statement of Periodical Survey conducted by the Authority to monitor the compliance of the provisions of the Act by the promoters, allottees and real estate agents

In order to ensure compliance of the provisions of the Act, the authority on monthly basis undertakes the following survey and activities:

S.No	Details
1.	Every 1 st and 15 th Day of the Month, list of all the promoters who have not updated their projects in the past three months is extracted and reminder mail is sent to them for compliance
2.	Every 5 th Day of the Month, list of all projects whose validity is about to be completed in next three months is extracted and reminder mail is sent to them to upload Form 4 or apply for extension
3.	Every 10 th Day of the month, All promoters are sent a mail listing Guidelines on Advertisements of Projects
4.	Every 20 th Day of the month, List of all projects where booking is more than 51% is extracted and reminder mail is sent for society formation, if applicable
5.	Every 25 th Day of the month, All promoters are sent a mail listing Guidelines on Agreement for Sale

Apart from this, monthly meeting with Self-Regulatory Organization (SROs) is held for review of compliance of provisions of act by promoters and to plan next steps for enhanced compliance.

9. Statement on steps taken to mitigate any non-compliance of the provisions of the Act and the rules and regulations made thereunder by the promoters, allottees and real estate agents

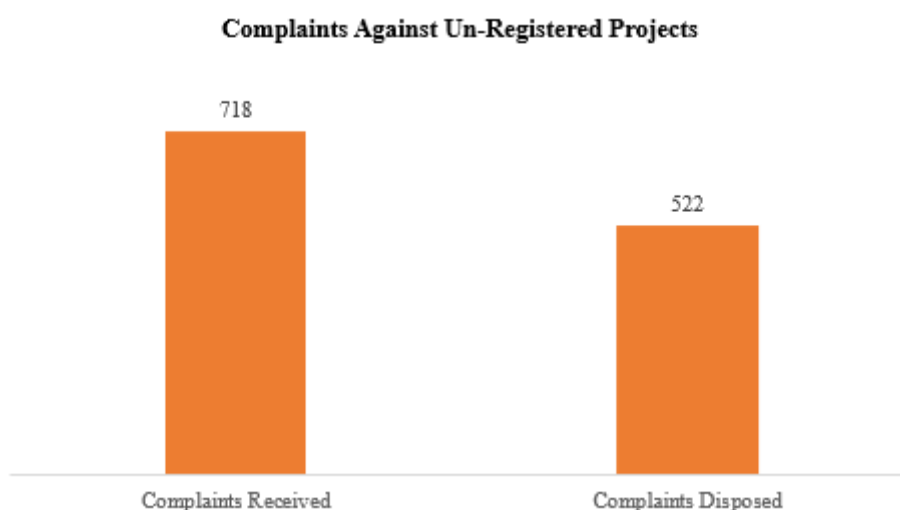
Apart from numerous measures highlighted previously, Authority is also taking following measures for identification of unregistered projects:

- Authority digitized the process for citizens to inform MahaRERA about projects which ought to be registered but have not been registered
- MahaRERA also launched facility for citizens to file complaints against projects which ought to be registered and have not been registered
- On receiving of such information/ complaint, MahaRERA team undertakes multiple levels of scrutiny to determine the veracity of the case.
- For such cases where

- Project should have been registered but has not been registered, the promoters are made to register the project after appropriate penalties
- Projects which are unauthorized and lack basic approvals, MahaRERA writes to concerned planning authority for demolishment of such project

Till 30th April 2020, Authority received numerous applications for information against un-registered projects.

In this year, The Authority has also received 718 complaints against un-registered projects, of which 522 had been disposed.



10. Statements on directions of the Authority and the penalty imposed for contraventions of the Act and the rules and regulations made thereunder and statement on interest and compensations ordered by the adjudicating officer

In this year, the authority has imposed following kinds of penalties for contraventions of the Act and rules & regulation made thereunder:

1) Penalties for Delayed Registration

For projects which ought to be registered but have not been registered, the authority levies appropriate penalties and the promoters are made to register.

Details of all promoters and penalty paid is available at the website at <https://maharera.mahaonline.gov.in>

2) Penalties/ Interests / Compensations imposed during complaints /adjudication process.

In this year, the authority has received 11026 cases and disposed 8162 cases. Numerous such judgements have penalties / interest / compensation imposed on complainant/ respondent.

11. Investigations and inquiries ordered by the Authority or the adjudicating officer

While hearing information / complaints against un-registered projects, the Authority at times directs the technical team to conduct investigation / inquiry against the un-registered project. The technical team conducts field visits and submits its report to the authority.

The Authority is also in the process of empanelling Technical Architects / Engineers who shall assist the authority in conducting these investigations.

12. Orders passed by the Authority and the adjudicating officer

In this year, the authority has received 11026 complaints and they disposed 8162 cases. Details of each of these cases along with rulings are listed at the website for information.

Details of each of these cases along with rulings are listed at the website for information.

13. Execution of the orders of the Authority and imposition of penalties

- (i) Monetary penalties: details of recovery of penalty imposed, details of penalty imposed but not recovered, total number of matters and total amount of monetary penalty levied, total amount realized by resorting to rule 23: The details are provided in section 10 of this report
- (ii) Matters referred to court under section 59 - total number of matters referred to the court during the year, total number of matters disposed of by the court during the year, total number of matters pending with the court at the end of the year: None. No matter were referred to court
- (iii) Matters referred to court for execution of order under section 40 - total number of matters referred to the court during the year, total number of matters disposed of by the court during the year, total number of matters pending with the court at the end of the year: None. No matter were referred to court

14. Execution of the orders of the adjudicating officer and imposition of interest and compensation

- (i) Interest and compensations - details of interest and compensation imposed, details of interest and compensation imposed but not paid, total number of matters and total, amount of interest and compensations imposed, total amount realized by resorting to rule 23: The details are provided in section 10 of this report

- (ii) Matters referred to court for execution of order under section 40 - total number of matter referred to the court during the year, total number of matters disposed of by the court during the year, total number of matters pending with the court at the end of the year: None. No matter were referred to court.

15. Appeals

The Tables below provide details on Appeals received by the Appellate Tribunal

(i) Number of appeals filed against the orders of the Authority or the adjudicating officer in the year ending 30th April 2020	825
(ii) Appeals disposed during the year	465

16. References Received from the appropriate Government under Section 33

The Authority didn't receive any reference from the government under section 33 of the Act.

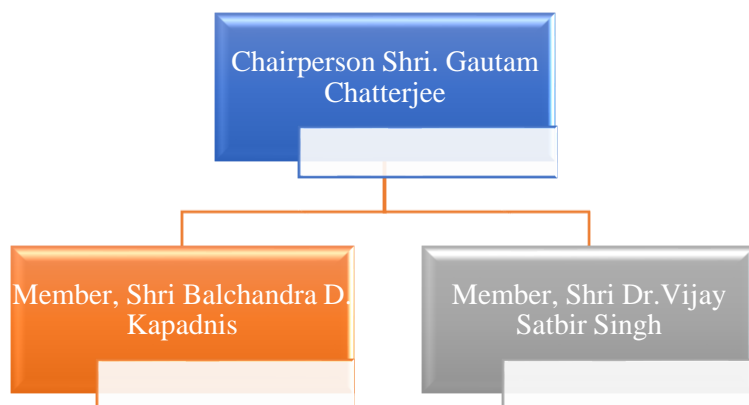
17. Advocacy measures under sub-section (3) of section 33

In this year the focus was on implementation of key provisions of the act, hence no advocacy measures were undertaken.

18. Administration and establishment matters

(i) Composition of the Authority;

Maharashtra Real Estate Regulatory Authority consists of Chairperson and two members:



(ii) Details of Chairperson and Members appointed in the year and of those who demitted office

The details of Chairperson and Members are as follows:

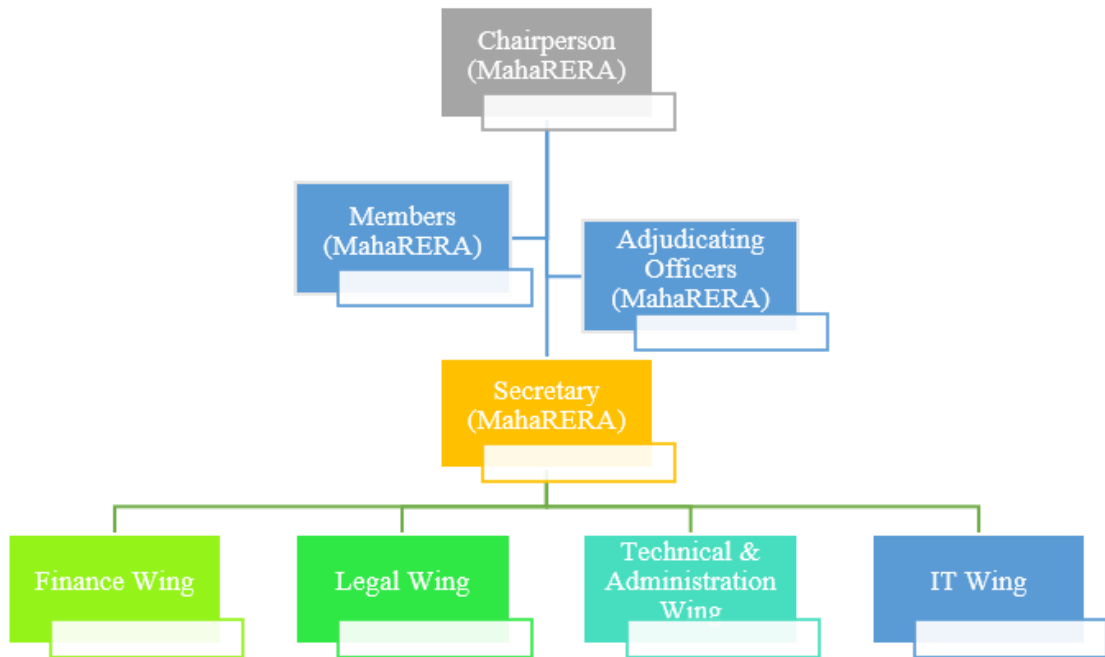
Designation	Name	Duration of Service
Chairperson, MahaRERA	Shri. Gautam Chatterjee	23 rd May 2017 – Ongoing
Member, MahaRERA	Dr. Vijay Satbir Singh	10 th July 2017 – Ongoing
Member, MahaRERA	Shri Bhalchandra D. Kapadnis	1 st June 2017 – Ongoing

(iii) Details of adjudicating officers appointed in the year and those who demitted office

The details of Adjudicating officers are as follows:

Designation	Name	Duration of Service
Adjudicating Officer (Additional Charge)	Shri Bhalchandra D. Kapadnis	From 20 th June 2017 onwards to 21 st August 2019.
Adjudicating Officer	Shri Madhav Vithal Kulkarni	27 th February 2018 onwards
Adjudicating Officer	Shri Bhale Sambhaji Balaji	27 th February 2018 onwards
Adjudicating Officer	Shri. W. K. Kanbarkar	3 rd October 2018 onwards

(iv) Organizational structure of MahaRERA



(v) Detailed statement containing information on personnel in the Authority

Sr. No	Designation of post	Sanctioned Post	Filled Post	Regular	Deputation	Contract
1	Hon'ble Chairperson	1	1	1		
2	Hon'ble Members	2	2	2		
3	Secretary	1	1			1
4	Deputy Secretary	2	2			2
5	Finance Controller	1	1			1
6	Legal Adviser	1	1			1
7	Technical Officer / Ex. Engineers	3	3			3
8	Administrative officer / Under Secretary	3	0			
9	Accounts Officer	3	0			
10	Legal Assistant	4	3			3

11	Clerk	16	13			13
12	Accountant	4	0			
13	Steno (H.G)	4	4			4
14	Steno (L.G)	6	6			6
15	Multitasking Staff	14	9			9
		65	45	3		42

19. Experts and consultants engaged

The details of Experts and Consultants are as follows:

S.no	Title	Head Count
1	Legal Consultant	1
2	Jr. Legal Consultant	4
3	Sr. Technical Consultant	1
4	Jr. Technical Consultant	1
5	Technical Consultant	1
6	Policy and IT Expert	1
7	IT Consultant	3

20. Employee welfare measures, if any, beyond the regular terms and conditions of employment, undertaken by the Authority

During the year, the following Employee welfare measures were undertaken by the Authority:

Diwali Bonus: All the employees were given a Diwali Bonus, over and above their monthly salaries. The amount of bonus was Rs.25000/- each.

21. Budget and Accounts

(i) Budget estimates and revised estimates, under broad categories for authority and tribunal:

Budget estimates and revised estimates, under broad categories for Authority:

MAHARASHTRA REAL ESTATE REGULATORY AUTHORITY

Revised Budget Estimate for the Financial Year 2019-2020 & Budget Estimate for Financial Year 2020-2021

	Heads of Accounts	Original Budget for FY 2019-20	Actuals upto Feb 2020	Estimates for March 2020	Revised Budget for FY 2019-20	Budget for FY 2020-21
1	2	3	4	5	6	7
A)	<u>Personnel Cost</u>					
	Salary/Remuneration to Chairman & Members	1,00,00,000	93,22,948	7,61,611	1,00,84,559	1,10,57,198
	Salary to Deputation Staff	40,00,000	21,89,025	-	21,89,025	15,00,000
	Payment to agency for Contract Staff	60,00,000	42,07,477	3,64,559	45,72,036	75,00,000
	Payment to Contract officer (RERA)	1,75,00,000	1,73,57,096	18,06,410	1,91,63,506	2,71,36,704
	Lumpsum allowances/Reimbursement to Chairman/members & Officers	25,00,000	18,41,675	1,56,225	19,97,900	25,08,840
	Leave Salary, Gratuity and other Retirement benefits	-	-	-	-	15,00,000
	Employers Contribution to Provident Fund	5,00,000	-	-	-	7,50,000
	Medical Reimbursement of chairman, members	10,00,000	43,928	-	43,928	5,00,000
	Training Charges	1,00,000	10,000	-	10,000	1,00,000
	Leave Travel concession (Domestic)	3,00,000	3,12,433	-	3,12,433	10,00,000
	Foreign Training	-	-	-	-	10,00,000
	Total Personnel Cost A	4,19,00,000	3,52,84,582	30,88,805	3,83,73,387	5,45,52,742
B	<u>Administration Expenses</u>					
	Telephone Expenses	1,75,000	2,31,903	60,221	2,92,124	7,00,000
	Advertisement and Promotional exp.	25,00,000	2,44,848	25,074	2,69,922	10,00,000

<i>Audit Fees (CAG)</i>	4,00,000	1,71,745	-	1,71,745	2,50,000
<i>Books, Periodicals & Newspaper</i>	2,00,000	41,958	-	41,958	2,00,000
<i>Computer Expenses, Repairs & AMC</i>	5,00,000	72,735	-	72,735	5,00,000
<i>Electricity Charges</i>	30,00,000	5,27,140	23,240	5,50,380	50,00,000
<i>Internet & Website charges</i>	7,00,000	7,76,831	-	7,76,831	15,00,000
<i>Legal and Professional Fees</i>	75,00,000	45,01,000	1,92,000	46,93,000	75,00,000
<i>Grants given to Tribunal</i>	5,00,00,000	4,93,65,764	47,97,300	5,41,63,064	8,46,34,120
<i>Grants given to Conciliation Forum</i>	10,00,000	9,92,488	-	9,92,488	11,90,986
<i>Vehicle Hire Expenses & car reimbursement</i>	80,00,000	51,89,254	8,36,000	60,25,254	1,00,00,000
<i>Office Expenses</i>	25,00,000	8,44,967	43,836	8,88,803	25,00,000
<i>Postage and Telegrams</i>	70,000	23,857		23,857	50,000
<i>Printing & Stationary</i>	5,00,000	6,59,814	1,50,000	8,09,814	10,00,000
<i>Rent, Rates and Taxes</i>	6,00,00,000	3,76,22,163	68,96,229	4,45,18,392	13,05,21,973
<i>Refreshment Expenses for Chairman & Members</i>	1,00,000	-	-	-	1,00,000
<i>Refund of late Registration Penalty</i>	15,00,000	2,00,000	1,00,000	3,00,000	25,00,000
<i>Project registration withdrawal fee</i>	50,00,000	25,36,238	9,65,032	35,01,270	50,00,000
<i>Refund of Deposits recovered from Developers</i>	2,00,00,000			-	
<i>Travelling Expenses and Conveyance to Chairman & Members (Domestic)</i>	6,00,000	4,04,932		4,04,932	6,00,000
<i>Travelling Expenses and Conveyance to Chairman & Members (Foreign Tour)</i>	-	-	-	-	10,00,000
<i>Travelling Expenses and Conveyance to Staff</i>	3,00,000	1,27,253		1,27,253	3,00,000
<i>Misc. Expenses</i>	-			-	5,00,000
<i>Payment to Security Guards</i>	20,00,000		2,19,865	2,19,865	30,00,000
<i>Payment to Housekeeping Exps</i>	15,00,000		-	-	30,00,000
<i>Payment to the Consultant</i>	1,00,00,000	81,08,606	2,95,000	84,03,606	50,00,000
<i>Advances to Member, officer & staff for imprest</i>	1,00,000	1,25,000		1,25,000	1,50,000
<i>GIS Based Mapping System</i>	65,00,000		-	-	66,00,000
<i>ISO Certification expense</i>	15,00,000	2,97,360	-	2,97,360	-
<i>Membership Subscription</i>		5,00,000	-	5,00,000	5,00,000

	<i>Quality Improvement Training program for Workers</i>	2,65,50,000	31,72,095	5,65,500	26,06,595	50,00,000
Total Administrative Expenses B		21,26,95,000	11,67,37,952	1,40,38,297	13,07,76,249	27,97,97,079
C	<i>Capital Expenditure - Probable</i>					
	<i>Office Building</i>	1,00,00,000	-	-	-	10,00,000
	<i>Lease Hold Improvements, Renovation, Furniture & Fixtures for Rera Admin Building @ Mumbai / Pune / Nagpur</i>	5,00,00,000	5,48,57,306	22,78,718	5,71,36,024	1,00,00,000
	<i>Computer / Laptop / I-pad / Printers (to be Capitalised since inception of MahaRERA)</i>	15,00,000	4,08,392		4,08,392	75,00,000
	<i>Computer software/ Mobile app</i>	50,00,000	1,22,290	-	1,22,290	50,00,000
	<i>Office Equipments</i>			59,000	59,000	10,00,000
	<i>Vehicles</i>	1,00,000	-	-	-	1,00,000
Total Capital Expenditure - Probable C		6,66,00,000	5,53,87,988	23,37,718	5,77,25,706	2,46,00,000
Total Expenditure (A+B+C)		32,11,95,000	20,74,10,521	1,94,64,820	22,68,75,341	35,89,49,821
D	<i>Revenue Receipt - Probable</i>					
	<i>Receipt from Developers/ Agents</i>	44,00,00,000	30,95,01,785	1,98,24,537	32,93,26,322	33,96,10,000
	<i>Bank Saving Interest</i>	3,00,000	2,91,747	87,246	3,78,993	4,54,792
	<i>Fixed Deposit Interest</i>	14,00,00,000	14,88,01,404	49,24,289	15,37,25,693	16,39,19,779
	<i>Complaint Fees from Allottees & Citizens</i>	2,00,00,000	2,33,67,295	4,45,050	2,38,12,345	2,85,74,814
	<i>Penalty/Fine</i>	4,50,00,000	71,90,854	-	71,90,854	86,29,025
	<i>Misc. Receipt (Extension Fees, Admin-withdrawal charges, Tende Fees, etc.</i>	5,00,000	7,15,510	9,888	7,25,398	8,70,478
Total Revenue Receipt Probable D		64,58,00,000	48,98,68,595	2,52,91,010	51,51,59,605	54,20,58,887

22. International & National co-operation

International: In this Year, MahaRERA was focused on driving the implementation of Act hence was not part of any International Engagements.

National: MahaRERA welcomed visits from several State Real Estate Regulatory Authorities including Rajasthan, Madhya Pradesh, Himachal Pradesh etc.

23. Training

During this year, MahaRERA undertook following Capacity Building initiatives for its employees:

(1) MahaRERA Online Application Training

From time to time, as and when new modules are deployed, MahaRERA conducts hands-on training of all employees and officers of the authority on usage of respective modules of MahaRERA application.

Once a month, management meeting is held to discuss various parameters at a macro level that will contribute to organizational effectiveness, ensuring accountability and smooth running of the processes

24. Ongoing programmes

A brief narrative of select ongoing programs

GIGW Certification: As another step towards ensuring quality, MahaRERA is also in the process of getting GIGW Certification. This certification shall ensure that MahaRERA's website conforms to UUU trilogy i.e. user-centric, user-friendly and universally accessible. It shall also ensure that website is considerate to the needs of all citizens, including those with different abilities, such as audio-visual impairments and information & services are rendered in a manner that allows access by all.

Monthly Causelist: Monthly causelist to be introduced on the website portal, wherein it becomes easier for the user to plan beforehand and get the details of a particular case a month prior to the hearing.

Implementation of Document Management system: In line with vision of "Paperless office", MahaRERA had implemented DMS. Accordingly, we have started the process of scanning of all the documents present in the MahaRERA office and in due course of time all the documents will be duly scanned and our vision will be attained.

Online Certified Copy: To simplify the process of certified copies, MahaRERA is in the process of developing an online system, wherein the party can easily apply and make the payment online and collect the certified copies from the MahaRERA office at the mentioned date.

Virtual Hearings: In light of Covid-19, the Authority is planning to provide the option of Virtual Hearing wherein the Complainants and Respondents have the option of attending the hearings virtually over Video Conferencing from their home.

25. Right to Information

	1 st May 2019 to 30 th April 2020
(i) Number of applications received by PIO/ APIO seeking information under RTI Act	423
(ii) Number of applications for which information has been provided by PIO	410
(iii) Number of applications pending with PIO	13
(iv) Number of appeals filed before the First Appellate Authority against the order of PIO	37
(v) Number of appeals which have been disposed of by First Appellate Authority	35
(vi) Number of appeals pending with the First Appellate Authority	2
(vii) Number of applications/appeals not disposed of in the stipulated time frame	22



Contact us:

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